

STATE OF SOUTH DAKOTA
OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182

Staff Augmentation for Division of Medical Services
Recipient Liaison

PROPOSALS ARE DUE NO LATER THAN FEBRUARY 14, 2022 BY 5:00 PM CST

RFP # 2656

BUYER: Department of Social Services
Division of Medical Services

POC: Dawson Lewis
Dawson.Lewis@state.sd.us

Vendor Questions

Q1. Would you please confirm coverage hours for calls are between 8-5 CT, Monday through Friday?

A1. Yes, call hours are from 8-5 central time Monday through Friday. Calls are not taken on weekends or State Holidays.

Q2. Please describe the level of collaboration between vendor and existing call-center staff.

A2. Currently, vendor participates in one call-center meeting a month, attends trainings as needed, and has brief meetings with Telephone Service Unit Supervisor on a weekly basis. Some calls that come into Recipient Liaison line are forwarded to existing call-center staff and maybe worked on by both staff as needed.

Q3. Is there a defined Service Level Agreement (SLA) detailing expectations for wait time, call length, documentation, quality assurance, etc.? If so, can this be provided?

A3. We do not currently have a defined Service Level Agreement (SLA) detailing expectations for wait time, call length, documentation, and quality assurance. The current expectation is that the majority of calls are handled with 24 business hours, documentation is done on every call, and that the vendor set up a way to provide quality assurance.

Q4. Can clients leave messages to receive callbacks?

A4. Yes, clients can leave messages and receive call backs, current standard of call backs is within 24 working hours.

Q5. "Public Folders" are mentioned. Is this a term for "Shared Inboxes" which allow all staff to reply to emails sent to Support@DSS.org or similar email addresses listed on a contact page?

A5. Yes, "Public Folders" are shared Inboxes, which allow all staff to reply to emails sent to Support@DSS.org.

Q6. Is hardware provided and configured by the State or would the vendor need to do this in compliance with the BIT standards?

A6. Currently hardware has been provided to vendor.

Q7. Is the vendor responsible for training staff in the use of MITEL phone system? Please describe the vendor responsibility for any operational maintenance of the phone system.

A7. The vendor is responsible for training staff in the use of MITEL phone system. If issues with operation of the phone system, vendor would have access to BIT staff.

Q8. Will software applications be configured by BIT staff or vendor?

A8. Yes, software applications will be configured by BIT staff.

Q9. Will the State provide training for Medical Services Online Portal Call Log?

A9. Yes, the State will provide initial training for Medical Services Online Portal Call Log but expects vendor to maintain ongoing training.

Q10. What is the average call length and average time required for email correspondence?

A10. The average length of call really varies but 5-8 minutes per call is a good average. Staff email correspondence can take roughly one hour a day. Currently this line handles around 900 calls a month.